

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Shmuel (nmi) Shaffer, et al
U.S. Serial No.: 10/649,452
Date Filed: August 25, 2003
Confirmation No.: 5754
Art Unit: 2614
Examiner: Benny Quoc Tieu
For: *Method And System For Managing Calls Of An Automatic Call Distributor*

Mail Stop Amendment

Commissioner of Patents
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir:

INFORMATION DISCLOSURE STATEMENT

Applicants respectfully request, pursuant to 37 C.F.R. §§1.56, 1.97, and 1.98, that the documents listed on the attached Form PTO-1449 be considered and cited in the examination of the above-identified application.

Pursuant to the changes to 37 C.F.R. §1.98(a)(2), copies of U.S. patents and U.S. patent application publications have not been provided. References other than U.S. patents and U.S. patent application publications are enclosed for the convenience of the Examiner.

Pursuant to 37 C.F.R. §§1.97(g) and (h), Applicants make no representation that these documents qualify as prior art or that these documents are material to patentability of the present application or that a search has been made.

REMARKS

The Commissioner is hereby authorized to charge the required fee in the amount of \$180.00, any additional fees due, or credit any overpayments to Deposit Account No. 02-0384 of BAKER BOTTS L.L.P.

Respectfully submitted,
BAKER BOTTS L.L.P.
Attorneys for Applicants



Chad C. Walters
Reg. No. 48,022

Dated: December 22, 2006

CORRESPONDENCE ADDRESS:

at Customer No. **05073**

PTO-1449 Information Disclosure Citation In an Application		Application No. 10/649,452		Applicant(s) Shmuel (nmi) Shaffer, et al	
		Docket Number 062891.1123	Group Art Unit 2614	Filing Date August 25, 2003	

U.S. PATENT DOCUMENTS

		DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS	FILING DATE
	A	5,274,700	12/28/93	Gechter, et al.	379	211.01	09/21/92
	B	5,422,942	06/06/95	Kakwashima	379	212.01	09/10/93
	C	5,590,187	12/31/96	Greenspan	379	212.01	04/21/95
	D	5,703,943	12/30/97	Otto	379	265.11	10/16/95
	E	5,796,812	08/18/98	Hanlon, et al.	379	212.01	05/13/96
	F	6,038,293	03/14/00	McNerney, et al.	379	88.19	09/03/97
	G	6,215,865	04/10/01	McCalmont	379	212.01	10/13/98
	H						
	I						
	J						
	K						
	L						
	M						

FOREIGN PATENT DOCUMENTS

		DOCUMENT NO.	DATE	COUNTRY	CLASS	SUBCLASS	TRANSLATION	
							YES	NO
	N							
	O							
	P							
	Q							

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
R		8/25/2003
S		
T		
U		

EXAMINER	DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP § 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to the applicant.